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**Subject: Vendor Related Complaints**

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Effective Date: October 1, 2013

Revised from: October 1, 2010

**Policy:** The Kansas WIC program will maintain a system of accepting, documenting and investigating all complaints received against vendors.

**Reference:** 7 CFR § 246.8 and 246.12

**Procedure:**

1. The Local Agency (LA) records all complaints received against vendors in the KWIC system. Complaints may be received from a WIC client/caregiver, WIC clinic staff, other vendors, or the public.
  - a. Information is entered into KWIC in the Vendor Complaint Recording screen in Client Services or Vendor Complaint Management screen in Local Vendor Management.
  - b. After a complaint is entered in KWIC, follow up is required of the LA to determine if the complaint is a compliance issue and/or education is needed for the store staff and/or client.
  - c. The follow up of the complaint will be documented in the Vendor Complaint Management screen in the Local Vendor Management application.
    - (1) After follow up of the complaint is completed, the LA staff member shall document action taken on the Close Complaint tab. Any clarifying information may be entered in the Follow Up Notes tab.
    - (2) The resolution of the complaint shall be documented in the Close Complaints tab by the individual who resolved the issue. This ensures that all actions are documented in the Follow Up Notes tab and a Follow Up Completed by name and date is entered.
2. The LA may contact the SA for assistance in handling complaints.